

JRNY Embedded Consoles: Why is there no power to my machine or console?

ID: 11793.5

The following models come equipped with JRNY embedded in their consoles:

BowFlex C7

VeloCore 16 & 22

Max Trainer M9

Max Trainer Max Total 16

Treadmill 7

Treadmill 10 & 22

Follow this troubleshooting guide to help resolve power issues on your compatible machine. A list of compatible machines is listed above.

Some common complaints may include:

- Console will not turn on
- Console stays dark
- No power to machine
- Can't turn machine on

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

Additional tools required are based on machine type,

but may include:

Flathead screwdriver

5mm, 6mm Allen wrench

14mm wrench

1. Check the bezel on the console display for a red light.
 - The light will light up independently from the screen.
 - The console may make start-up noises while the display is off or still dark.
2. Select an option to continue troubleshooting:
 - [Red LED is lit](#)
 - [Red LED is not lit](#)

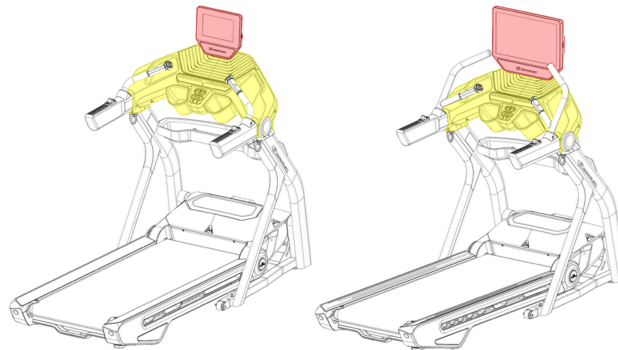
Red LED is lit:

1. If the red LED is lit, but the screen remains blank, we'll power cycle the machine:

- a. Unplug your machine from power.
 - b. Wait 30 seconds to allow power to fully dissipate from your machine
 - c. Plug your machine back into power
 - d. Test if the issue persists [\[11793.A\]](#).
2. If the issue persists, [order a Console \[11793.B\]](#).

Treadmills only - replacing the Console Base does not resolve this issue. Please make sure the correct part is being ordered (**reference 1**).

(Reference 1)



The console is highlighted red and the console base is highlighted in yellow on the Treadmill 10 and 22. Make sure you are ordering the correct part to resolve the issue.

Red LED is not lit:

If the red LED light is not lit, it indicates there may be an issue with your machine's wiring. Replacing the console will not resolve this issue.

- 1. Check the outlet for power:
 - a. Unplug both ends of the power cord from your machine and the wall outlet.
 - b. Plug both ends of the power cord back in, ensuring that the machine end is fully inserted.
 - c. Test if the issue persists [\[11793.C\]](#).
- 2. Based on your machine type below, check for damaged wiring:

Machine Type	Instructions
Treadmills	<p>Tools needed: Phillips head screwdriver, flathead screwdriver & 6mm Allen wrench (Treadmill 7 only)</p> <hr/> <p>1. Check for damaged wiring in the upright cable:</p>

	<ol style="list-style-type: none"> a. Refer to the <i>Replace the Middle I/O Cable</i> section of the service manual b. Disconnect the white 6-pin cable connections at the top and bottom of the right upright. c. Inspect for bent pins and damaged wires. d. <u>If undamaged</u>, reconnect cables and test if the issue persists [11793.E]. <p>2. Check for damaged wiring at the back of the console.</p> <ul style="list-style-type: none"> ▪ <u>If undamaged</u>, plug the cables back in and test your machine [11793.F]. ▪ <u>If damaged</u>, order an MCB to Top Upright Wiring [11793.G].
Bikes	<p>Tools needed: Phillips head screwdriver, 14mm wrench (C7 only), flathead screwdriver & 6mm Allen wrench (VeloCore only)</p> <hr/> <p>1. Check for damaged wiring to the mid-mast cables:</p> <p>C7: Refer to the <i>Replace the Wiring Harness</i> section of the service manual VeloCore: Refer to the <i>Replace the Mast Data Cable</i> section of the service manual</p> <ol style="list-style-type: none"> a. Disconnect the cable connections at the top and bottom of the mid-mast cable. b. Inspect for bent pins and damaged wires. c. <u>If undamaged</u>, reconnect cables and test if the issue persists [11793.E]. <p>2. Check for damaged wiring at the back of the console.</p> <ul style="list-style-type: none"> ▪ <u>If undamaged</u>, plug the cables back in and test your machine [11793.F]. <p>3. <u>If there is damage present:</u></p> <ul style="list-style-type: none"> ▪ C7 - order a Hub to Console Cable [11793.G]. ▪ VeloCore - order a Mast Data Cable [11793.G].
Max Trainer	<p>Tools needed: Phillips head screwdriver, 5mm Allen wrench</p> <hr/> <p>1. Check for damaged wiring to the mid-mast cables:</p> <ol style="list-style-type: none"> a. Refer to the <i>Replace the Mid Mast Cables</i> section of the service manual b. Disconnect the cable connections at the top and bottom of the console mast. c. Inspect for bent pins and damaged wires.

	<p>d. If no damage is present, reconnect cables and test if the issue persists [11793.E].</p> <p>2. Check for damaged wiring at the back of the console.</p> <ul style="list-style-type: none"> ▪ <u>If undamaged</u>, plug the cables back in and test your machine [11793.F]. <p>3. <u>If there is damage present</u>:</p> <ul style="list-style-type: none"> ▪ M9 - order a Mid-Mast Cable [11793.G]. ▪ Max Total 16 - order Mid-Mast Cables [11793.G].
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3. If the issue persists after replacing the input/output (I/O) cables, [order a Power Cord \[11793.H\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
C7 Parts	
Console	8027715
Hub to Console Cable	8025339
Max Trainer M9 Parts	
Console	8026170
Mid-Mast Cable	8027327
Max Trainer Max Total 16 Parts	
Console	8025967
Mid-Mast Cables	8027325
Treadmill 7 Parts	
Console	8023667
MCB to Top Upright Wiring	8026990
Treadmill 10 Parts	
Console (Touchscreen)	8024415
MCB to Top Upright Wiring	8027136
Treadmill 22 Parts	

Console (Touchscreen)	8024416
MCB to Top Upright Wiring	8027136
VeloCore 16 Parts	
Console	8025211
Mast Data Cable	8023799
VeloCore 22 Parts	
Console	8024029
Mast Data Cable	8023799